What's New

On the MPCC Helpdesk website, there are How to Articles. These contain various instructions and guides for working with the MPCC computer system. As a department we wanted to make these easy to find and use. It was decided to separate into four categories, Student, Faculty, Employee and Other. To access click on any **HelpDesk** or **IS HelpDesk** link (Not SysAid Helpdesk), click on the **How-to Articles**, then select the correct category. So the next time when struggling with an issue check here.

Security Corner

We all dread that message "Your password will expire in XX number of days.

Why do we have to change our password?
Changing your password helps to keep the college and our students information safe. Just like changing the password for online banking keeps your money safe.

Why are the password requirements so strict?
The more varied and random the characters in your password are the harder it is to guess and the longer your password is the longer it will take for a hacker to use software to steal it.

What should I not do when choosing a password?
When choosing a password avoid changing just two or three characters at the beginning or end. Once a password is chosen don't write it down and never give it out to anyone, including MPCC IS staff.

What are the password requirements?
1. The password may not contain the user's account name or parts of the user's full name that exceed two consecutive characters
2. The password must contain characters from **three** of the following four categories:
   a. English uppercase characters (A through Z)
   b. English lowercase characters (a through z)
   c. Base 10 digits (0 through 9)
   d. Non-alphabetic characters (for example, !, $, #, %)
3. Must be a minimum password length of 8 characters
4. Password cannot be the same as any of the last 5 passwords used

Why do passwords expire?
For students passwords expire 120 days and for facility and staff it expires 90 days from the date it was changed. The college has this policy to keep your account secure.

How can I tell when the password will expire?
Fourteen days before the password is to expire, a red message will appear on the Single Sign On link page. If planning to be away from campus for an extended time, change the password then it will not expire while gone.

What do I do when my password expires?
The password cannot be changed after expiring. The **Reset Password** or **Forgot Password** from the password management must be used. This will supply a new password and update the expiration date.

Distance Learning News

Training: Are you a new to MPCC or just need a refresher in distance learning technology? Learning to operate the equipment in a distance learning classroom is beneficial whether you have students in different locations or utilize the rooms locally for meetings. Topics discussed during training include how to display materials, how to dial other distance learning systems, and solutions to basic issues that may arise. Please submit a helpdesk ticket to schedule individual or group training.

Equipment Upgrades: Over this summer, the Health and Science Center 102, 108, and 204 distance learning rooms will be getting upgraded with similar DL technology to what has been installed over the past few years across the MPCC campuses. Health and Science Center 216 was completed prior to the start of the fall 2017 semester. The other Health and Science Center distance learning rooms will follow the same general layout as 216.

Manage Email Tip

Outlook allows users to allow or block addresses that are sending mail.

1. Access email account from internet.
3. Click on **Options** (gear or flower looking) button, then choose **Mail**.
4. Select the **Block or Allow** option
5. Add email address or domain to Safe Sender and Recipients or Blocked Sender.
6. Click **Save** to keep changes.

TIPS

✓ **Windows key & L** will lock the computer for security purposes. This will require a password to get on computer

✓ Press ***** before dialing an extension to go directly to the voicemail without ringing the office phone.

✓ Access voicemail by dialing **1999** if voicemail button on office phone does not work.

HELP!

MPCC has a system setup to get computer help when needed as efficiently as possible. There are multiple ways to get help when having a problem.

1. **Helpdesk webpage** – http://helpdesk.mpcc.edu or click on any **HelpDesk** or **IS HelpDesk** link (Not SysAid Helpdesk) Webpage contains access to options listed below, Password Management tools, How-to Articles, Video Tutorials, About IS and Helpdesk hours.

2. **Helpdesk phone** – Ext 3712, Number 308-535-3712, Toll Free 800-658-4308 Ext 3712 This number is manned Monday thru Thursday 8:00 AM to 8:00 PM, Friday 8:00 AM – 5:00 PM and Sunday 11:00 AM to 8:00 PM. If you need help now, this is the quickest way to get help. Please use this number instead of calling a specialist directly.

3. **Helpdesk incident reports (SysAid Helpdesk)** – An IS specialist must have an incident report in the system to track what is being done. These incidents are distributed quickly to the specialist to take care of them. The specialist then documents what actions are being taken to resolve the problem. Incidents can be created by staff, faculty, and students from the Helpdesk webpage. Staff and faculty can also use the **Sysaid Helpdesk** icon.

4. **Helpdesk email** – techhelpdesk@mpcc.edu If unable to use the options above, an email can be sent. This email account is monitored the same hours as the phone.

5. **Helpdesk Chat** – The chat can be accessed from the helpdesk webpage. Just click on the **Live Chat** icon if it says Online Now.

Blackboard News

Where Do I Start?

With Blackboard Learn, you can use any theory or model for teaching your online course because it's open, flexible, and centered on student achievement.

Even if you're new to online instruction, you can create a basic course in a short amount of time. You can start with a week or two of materials and add more later.

We've compiled some tips and basic steps for the novice Blackboard Learn instructors who want to learn how to create content in an online course. We want to help you with the high-level principles and processes involved when you build a course from the ground up.

As you work through this topic, choose what fits your teaching style and the needs of your students.

After you complete the basic steps, you'll have a course ready for students! But first, you need to determine which course view you'll build your course in. Then, you can zero in on the specific steps and info you need. Already know your course view? Then, jump right to the five basic steps!

Please check out the Faculty Resource on Blackboard.

Student Corner

The IS department would like to congratulate the 2018 MPCC graduates. Some of you will be moving on to another college while others join the workforce. College transcripts could be needed no matter what your path is going to be. All financial obligations must be met before transcripts are released. There are two types of transcripts.

1. **Official transcript** includes the Registrar's signature, the college seal and reflects your coursework and grade information. To obtain a copy of your transcript you must create an account with Parchment at www.parchment.com. Do not use your Mid-Plains Community College student email address for this. Use an email address that is accessible after leaving Mid-Plains, preferably a personal email account. There is a minimal charge of $3.00 for an electronic copy or $5.50 for a paper copy. Colleges will require an official transcript if transferring credits.

2. **Unofficial transcript** look much like official but do not contain the signature or seal, but do have a watermark through the center identifying it as unofficial.. Access to unofficial transcript can be made from your student CampusWeb account. To locate:
    1. Click on the CampusWeb icon.
    2. Click on **Student** in the bar across the top.
    3. Click on **Grades and Transcript** in the gray box on the left.
    4. Under Unofficial Transcript section, click on link **View Unofficial Transcript**. This will bring up a list of all classes and grades.
    5. Scroll to the bottom of the screen, click on the link that says **MPCC Unofficial Transcript**. This is a PDF form that reflects all classes and grades taken.

Have questions, please feel free to contact the helpdesk.

Identifying Spam Email Tips

Look at sender's email address in email header
✓ Do you recognize the name or email address? If not look for clues.

Domain name is unknown. Search just the domain name.

OneDrive [mailto:marlies.loescher@pathtech.com.au]

Names do not match

Overseas address

Look at content
✓ Is the subject line urgent or threatening?
✓ Is the salutation addressed directly to you or a general greeting? (example: Dear Valued Customer)
✓ Look for rampant grammatical and spelling errors within the body of an email.
✓ Look for irregular formatting. Such as excess spaces between letters.

On eDr ive on Line cloud | All ri gh ts re ser ved 2018

✓ Contains buttons or links. Hover your mouse over any links or buttons. If the link address looks weird, don't click on it.

https://marcusbenson.eu/wp/ik/z/z4/
index.php?email=widgerm@mpcc.edu
Click or tap to follow link.

View Document Here

✓ Asks for personal information, account information, or for you to logon to an account.
✓ Review the signature. Does it match the information in the email?
✓ Don't believe everything you see. It is every easy to make document look official.